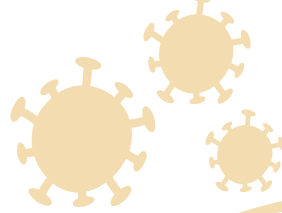


# COVID-19 EFFECT

Order-to-Cash Leader's COVID-19 Impact Assessment Survey Insights.



## TOP CONCERNS

SUPPLY CHAIN

93%

CASH FORECASTING

89%

PAST-DUES & DEBT

82%

OPERATING EXPENDITURE

64%



## OTHER CONCERNS

1. Unpredictable Risk Exposure for Receivables Portfolio

2. Decline in Business Revenue

3. Meeting & Conference Cancellations

## KEY CHALLENGE AREAS THAT LEADERS NEED GUIDANCE ON

### 1. RISK MANAGEMENT

Tightening Credit Control in Changing Macroeconomic Climate

87%

### 2. COLLECTIONS EFFECTIVENESS

Controlling impact on DSO by Effectively Managing Dunning & Collections

78%

### 3. REMOTE WORKING ENABLEMENT

Enabling Remote Workforce for Continued Productivity

67%

### 4. MONITORING OF PERFORMANCE

Establishing a Cadence of Reviewing Team Performance and Leading & Lagging KPIs

62%

